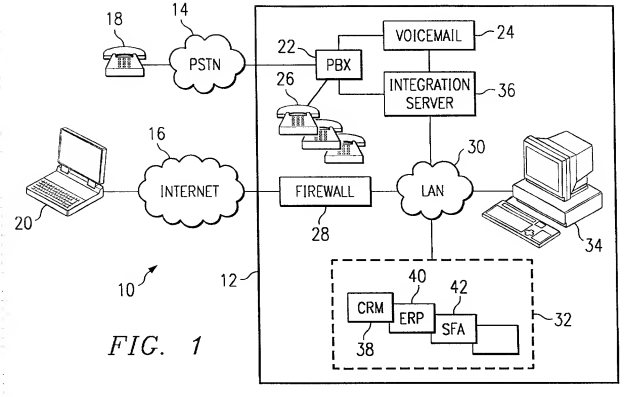

18
14
PSTN
22
PBX
VOICEMAIL
24
26
INTEGRATION SERVER
36
16
30
INTERNET
FIREWALL
LAN
20
28
34
10
12
40
42
CRM
ERP
SFA
32
38

FIG. 1

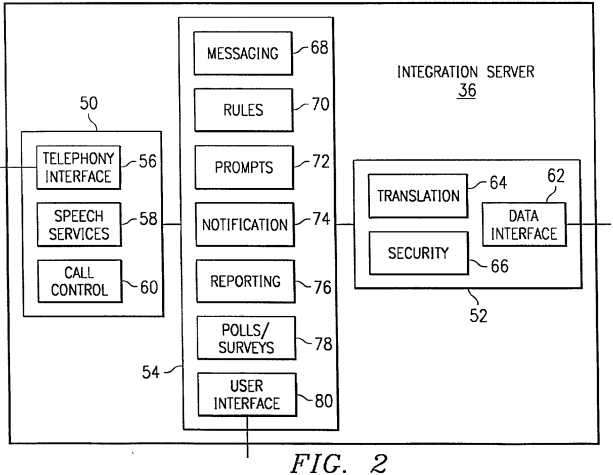
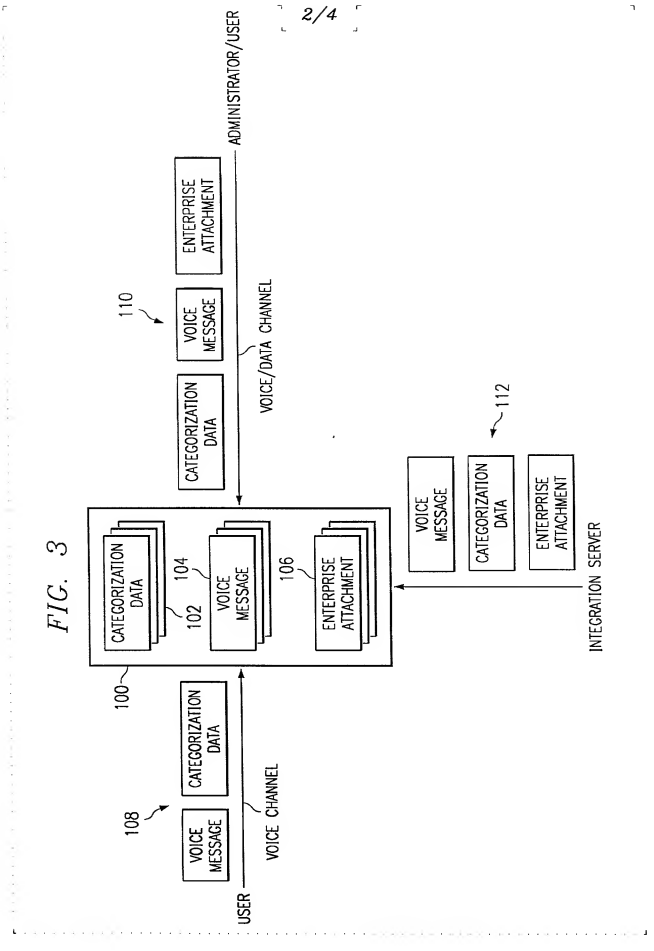

MESSAGING
68
INTEGRATION SERVER
36
RULES
70
50
TELEPHONY INTERFACE
56
PROMPTS
72
TRANSLATION
64
62
SPEECH SERVICES
58
NOTIFICATION
74
DATA INTERFACE
SECURITY
66
CALL CONTROL
60
REPORTING
76
52
POLLS/ SURVEYS
78
54
USER INTERFACE
80

FIG. 2

Document Classified

FIG. 3



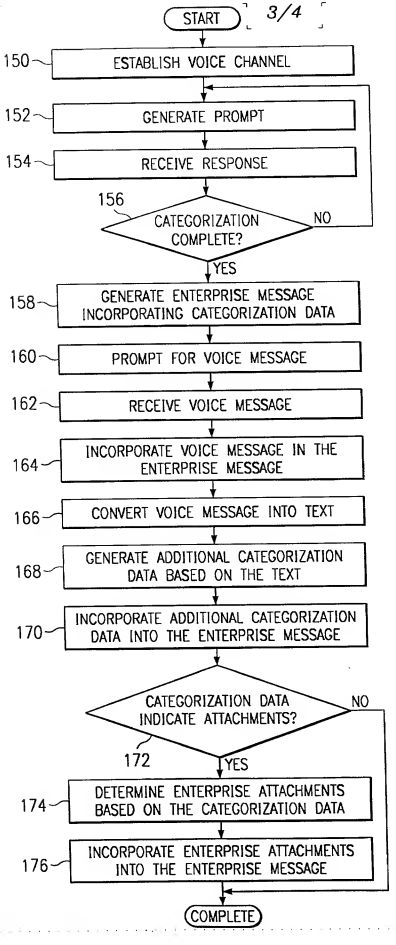

START
150
ESTABLISH VOICE CHANNEL
152
GENERATE PROMPT
154
RECEIVE RESPONSE
156
CATEGORIZATION COMPLETE?
NO
YES
158
GENERATE ENTERPRISE MESSAGE INCORPORATING CATEGORIZATION DATA
160
PROMPT FOR VOICE MESSAGE
162
RECEIVE VOICE MESSAGE
164
INCORPORATE VOICE MESSAGE IN THE ENTERPRISE MESSAGE
166
CONVERT VOICE MESSAGE INTO TEXT
168
GENERATE ADDITIONAL CATEGORIZATION DATA BASED ON THE TEXT
170
INCORPORATE ADDITIONAL CATEGORIZATION DATA INTO THE ENTERPRISE MESSAGE
CATEGORIZATION DATA INDICATE ATTACHMENTS?
NO
172
YES
174
DETERMINE ENTERPRISE ATTACHMENTS BASED ON THE CATEGORIZATION DATA
176
INCORPORATE ENTERPRISE ATTACHMENTS INTO THE ENTERPRISE MESSAGE
COMPLETE

FIG. 4

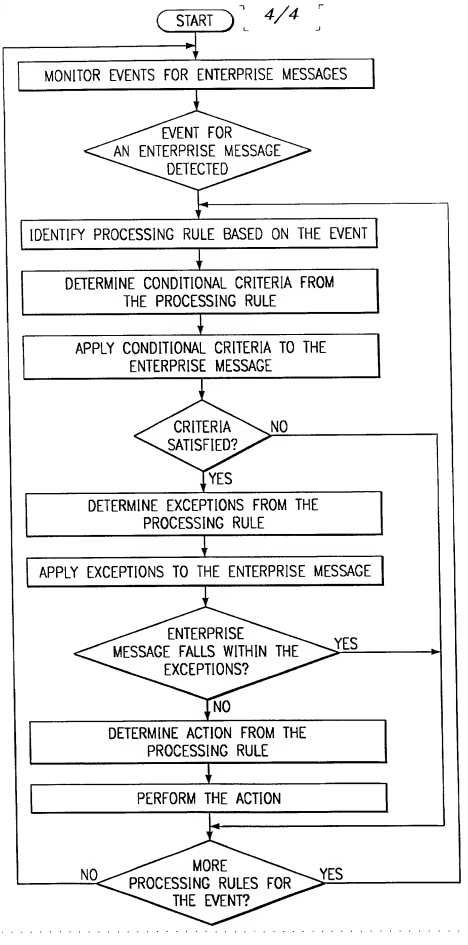

START
MONITOR EVENTS FOR ENTERPRISE MESSAGES
EVENT FOR AN ENTERPRISE MESSAGE DETECTED
IDENTIFY PROCESSING RULE BASED ON THE EVENT
DETERMINE CONDITIONAL CRITERIA FROM THE PROCESSING RULE
APPLY CONDITIONAL CRITERIA TO THE ENTERPRISE MESSAGE
CRITERIA SATISFIED?
NO
YES
DETERMINE EXCEPTIONS FROM THE PROCESSING RULE
APPLY EXCEPTIONS TO THE ENTERPRISE MESSAGE
ENTERPRISE MESSAGE FALLS WITHIN THE EXCEPTIONS?
YES
NO
DETERMINE ACTION FROM THE PROCESSING RULE
PERFORM THE ACTION
MORE PROCESSING RULES FOR THE EVENT?
NO
YES

FIG. 5